



Mission Oriented Business Integrated Services (MOBIS) Schedule

Federal Supply Service Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system.

The INTERNET address for GSA Advantage!™:

<http://www.GSAAdvantage.gov>.

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and Qualifications

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DUNS# 048407589 **TIN #** 52-121-5041

Business Size: Large

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Introduction



Management Systems International (MSI) is a highly qualified, 700-person consulting firm based in Washington, D.C.

A provider of services to the federal government for nearly three decades, our qualifications were again validated in October 2012 with the renewal of our U.S. General Services Administration (GSA) contract to provide mission oriented business integrated services and products (MOBIS) “to enable government agencies to improve performance, quality, timeliness and efficiency throughout their organizations.” MSI was honored in 2009 as one of the federal government’s top five professional service contractors in a juried Contractor of

This means prompt service delivery through the elimination or significant reduction of otherwise lengthy procurement procedures.

the Year competition based on business growth, innovation, professional and ethical standards, employee satisfaction, and contribution to society. Because MOBIS is part of the Federal Supply Schedule (FSS), MSI’s services may be procured on a pre-qualified basis by any agency of the federal government.



AS STATED BY THE GSA:

“ These services will facilitate agencies’ response to dynamic, evolutionary influences and mandates and will enable them to continuously improve mission performance... These efforts should ultimately result in increased customer satisfaction and restore the public’s confidence in their government...Some examples of these influences and mandates are the Government Performance and Results Act (GPRA); government reinvention initiatives such as improving customer service, benchmarking and streamlining; strategic sourcing; downsizing; and privatization. ”

MSI's Experience and Services Offered Through the FSS

Founded in 1981, MSI is an international consulting firm with a unique history as a leader in development management. For over three decades, MSI has developed and implemented practical solutions to managing change and improving performance that often spell the difference between success and failure. Our hands-on experience with the full range of management services, as well as our knowledge of federal compliance requirements and expertise in process consulting, create a demand for MSI's services as expert advisors, trainers, and providers of technical assistance within the U.S. government, international agencies, and foreign governments.

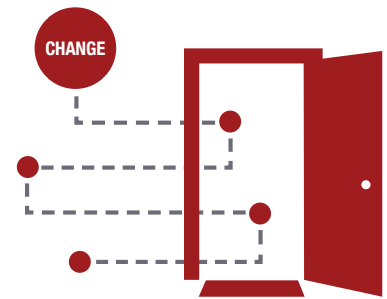
Our experience with a number of federal agencies demonstrates the diversity of routes organizations and staff take as they plan for and assess agency performance. We have found that institutions are able to better understand their own performance improvement after entering one of the "eight doors of change" (described in more detail on the following pages).

MSI can deliver services under the GSA Contract in five major categories: Consulting; Facilitation; Survey Services; Training; and Program Integration and Project Management Services, either separately or in combination with each other. Through the contract, we can help federal agencies choose among and walk confidently through the "doors of change" as they initiate or continue their performance improvement plans and processes.

To broaden and deepen its capacity to provide services to federal agencies under this contract, MSI has established strategic partnerships with a number of firms whose expertise is complementary to MSI's. For example, Abt Associates, one of the nation's premier research and policy support organizations and Federal Management Partners, a human resource services firm with deep experience within the federal government, are both available as sub-contractors under MSI's MOBIS contract.



MSI's Eight Doors to Change



1 Top Management Leadership and Support

Vision and a belief in the ability of people rather than rules to transform organizations are essential components of a leadership model that meets today's needs. Our approach stresses the importance of participatory processes which build a sense of "ownership" even as they diffuse power and responsibility. We train managers to involve their staffs in all aspects of their performance improvement efforts, and help agencies to find ways to include their customers and other stakeholders in this process.

2 Strategic Planning

MSI helps agencies take a fresh look at their organizations, refine their understanding of their mission, and develop achievable, customer focused performance objectives. We work with agencies to better articulate logical hierarchies of objectives which can change the way agencies affect people's lives and the competitiveness of their organizations. Without an understanding of linkages among activities and objectives, organizations can lose track of what they are trying to achieve and why.

3 Focus on the Customer

MSI introduces processes which involve stakeholders and customers throughout an organization's cycle of goal setting, program development, implementation, and assessment, ensuring the development and maintenance of customer focus at every stage. We provide research and design assistance to clients as they develop cost effective customer satisfaction surveys that meet the needs, styles, and unique environments of their organizations.

4 Training and Recognition

Opportunities for people to improve their knowledge and skills are necessary elements of a performance improvement program. MSI helps public agencies identify training needs, develop training programs, pilot test them, and train agency personnel. Our courses are customized to match both the needs and organizational cultures of our clients, ensuring that all training addresses actual knowledge and skills gaps at appropriate levels of sophistication.

5 Employee Empowerment and Teamwork

Throughout the performance improvement process, we promote team approaches for introducing and sustaining organizational change and design team building efforts around real-world organizational issues and challenges. This grounding in reality brings a team together and empowers its members to take responsibility for addressing their problems. We have successfully transformed dozens of organizational units into effective teams where power is shared broadly and responsibility for results is everyone's concern. In addition, we have worked with numerous organizations to build team-based compensation systems and incorporate gain-sharing into their recognition and reward systems.

6 Measurement and Analysis

The MSI Team believes that what gets measured, gets done. Therefore, our approach to performance measurement begins with strategic planning activities which establish an organization's mission and detailed objectives. From this base, we help organizations learn how to attach performance indicators and specific targets to their objectives, and how to do effective benchmarking. Throughout the strategic planning process, organizations are learning how measurement can be built into their efforts to achieve performance objectives.

7 Business Process Reengineering

In today's climate of severe budget cutbacks, government managers feel pressed to carry out their missions more effectively, often having to re-evaluate resources and "reengineer" business processes and operations to find new systems and structures that work better and cost less. We facilitate change management to increase the effectiveness of reengineering teams and assist them in developing new goals and objectives, process changes, change strategies, and measurements for new outputs and outcomes.

8 Quality Assurance

Quality is an organization's shared vision of how well its systems, services, and products can perform. Most organizations set quality standards to track performance, by looking inside the organization and considering how useful these systems, services, and products are to their recipients. Often, MSI's work in quality assurance begins with efforts in Business Process Reengineering, Customer Focus, Teamwork, and Measurement and Analysis. In addition, we help our clients focus on quality by using tools and principles of total quality management, benchmarking (drawing on information about the standards businesses and organizations apply and achieve in similar areas of work), and collective learning.

Sample of clients and services provided

Over the years, MSI has delivered management improvement services to a wide range of federal and international agencies, as illustrated by the following selected examples (references provided on request):



US Agency for International Development

Agency-wide installation of Program Performance System for Strategic Management; reengineering training; training in career management for women; Unit Management Improvement Program.

U.S. Fish & Wildlife Service

Technical assistance to develop GPRA strategic plan and annual performance plan; facilitation of strategic planning for National Wildlife Refuge System/National Conference facilitation; workforce analysis and planning; organizational assessment of the U.S. Fish & Wildlife Service; national customer satisfaction survey.

Federal Mediation and Conciliation Service

Development of GPRA strategic plan and first annual performance plan.

National Academy of Public Administration

Case study development and assistance in writing report on federal agencies' progress in results act compliance.

Corporation for National and Community Services (CNCS)

Technical interventions to improve budgeting and performance measurement.

Department of Health and Human Services

Facilitation of the process of consultation with public stakeholders in support of the development of The Department of Health and Human Services strategic plan. Design and production support for strategic plan document.

US Department of Labor, Office of Foreign Relations and Office of Child Labor

Development and installation of project-level strategic planning and performance monitoring system; delivery of training in project planning, monitoring, and evaluation; conducting mid-term and final evaluations and developing surveys and data collection instruments in response to GPRA reporting requirements.

National Aeronautics and Space Administration (NASA)

Seminar on modernizing large defense contractors.

Federal Emergency Management Agency

Strategic management and performance partnerships training for senior management.

US Department of State

Assessment of civil society's involvement in anti-corruption programs in six countries that are members of the Stability Pact Anticorruption Initiative (SPAI).

National Science Foundation

Development and implementation of survey of scientific and engineering research facilities.

Small Business Administration

Agency-wide organizational improvement exercise; design implementation of Experimental Districts Program; establishment of performance management program for Office of Women's Business Operations.

National Performance Review Federal Communicators Network

Strategic communications seminars for 500 federal communicators.

Food and Drug Administration Center for Food Safety and Nutrition (CFSAN)

Leadership coaching to help managers improve their leadership and management skills, strengthen their organizational relationships, and better organize and prioritize their work.

President's Council on Food Safety

Facilitation and consultation services to develop a comprehensive national food safety strategic plan.

Defense Logistics Agency

Training in team building tactics and negotiation skills.

Federal Quality Institute and National Labor Relations Board

Strategic management training.

Peace Corps

Facilitation of improved collaboration with key stakeholders.

U.S. Department of Agriculture, Agricultural Research Service (ARS)

Business process improvement; use of participatory methodology, known as "Lean Enterprise," to facilitate an agency-wide process of engaging senior managers and empowering line employees to generate ideas for improvement.

U.S. Department of Agriculture, Foreign Agricultural Service (FAS)

Development and installation of results-oriented monitoring system for program-level planning, management and reporting; strategic planning and evaluation; Farm Service Agency- reengineering travel administration.

Millennium Challenge Corporation (MCC)

Holds the MCC Capacity Building Assessment, Training and Related Support Services Indefinite Quantity Contract (IQC).

Customer Information

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

874-1/1RC Integrated Consulting Services, 874-4/4RC Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Text Administration, Learning Management, Internships, and 874-7/7RC Integrated Business Program Support Services.

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply: See item 6 below

2. Maximum Order: \$1,000,000

Note: A delivery order that exceeds the maximum order may be placed with the contractor selected in accordance with ordering provisions provided. The order will be placed under the schedule contract. The maximum order threshold for an agency placing orders under this contract is \$1,000,000 for all Special Item Numbers (SINs). If your order exceeds \$1,000,000, we encourage you to seek further price reductions with the service provider. The maximum order level acts as a trigger device for ordering agencies to request better pricing and terms. There is no maximum value for individual task orders.

3. Minimum Order: \$100

4. Geographic Coverage (Delivery Area):

FOB Domestic and Overseas

5. Point(s) of production (city, county, and state or foreign country): Same As Contractor

6. Discount from list prices or statement of net price: Yes

7. Quantity discounts: None

8. Prompt payment terms: None

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Contact Contractor

10. Foreign items (list items by country of origin):
None

11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery: Contact Contractor

- 12. F.O.B Points(s):** Destination
- 13. Ordering Address(es):** Same as Contractor
- 14. Payment address(es):** Same As Contractor
- 15. Warranty provision:** None
- 16. Export Packing Charges (if applicable):** N/A
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
- 18. Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
- 19. Terms and conditions of installation (if applicable):** N/A
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. Terms and conditions for any other services (if applicable):** N/A
- 21. List of service and distribution points (if applicable):** N/A
- 22. List of participating dealers (if applicable):** N/A
- 23. Preventive maintenance (if applicable):** N/A
- 24. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 25. Data Universal Numbering System (DUNS) number:** 04-8407589
- 26. Notification regarding registration in Central Contractor Registration (CCR) database:** Registered; DUNS # 048407589

For additional information on how MSI can assist you, please contact:

MOBIS Project Manager

MobisPM@msi-inc.com / tel: 703-979-7100

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Financial Information

SINs 874-1/1RC Integrated Consulting Services, 874-4/4RC Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Text Administration, Learning Management, Internships, and 874-7/7RC Integrated Business Program Support Services.

FIXED BURDENED HOURLY RATES	YEAR 15	YEAR 16	YEAR 17	YEAR 18	YEAR 19	YEAR 20
POSITION TITLE & LABOR CODES	11/11 – 10/12	11/12 – 10/13	11/13 – 10/14	11/14 – 10/15	11/15 – 10/16	11/16 – 10/17
Nationally Recognized Expert	264.58	270.14	275.81	281.61	287.52	293.56
Principal/Expert/ Trainer	232.32	237.20	242.18	247.27	252.46	257.76
Senior Associate/ Assistant Trainer	173.35	176.99	180.71	184.50	188.38	192.33
Associate/Training Coordinator	120.41	124.38	128.48	132.72	137.10	141.63
Support Staff	71.87	74.24	76.69	79.22	81.83	84.54

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire 874:

MOBIS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

MOBIS Labor Category Descriptions and Qualifications

Each of the labor categories below represents different experiential levels in the following areas:

FUNCTIONAL TECHNICAL CATEGORIES

- Strategic and business planning
- Statistical process control
- Policy change
- Construction and implementation of surveys
- Institutional Development
- Individual and organizational assessments and evaluations
- Performance measurement, monitoring, assessment and evaluation
- Process improvements
- Strategic and business planning
- Statistical process control
- Policy change
- Construction and implementation of surveys
- Institutional Development
- Individual and organizational assessments and evaluations
- Performance measurement, monitoring, assessment and evaluation
- Process improvements
- Process modeling and simulation
- Quality management
- Business process reengineering
- Organizational design
- Knowledge management consulting
- Change management
- Development of leadership/management skills
- Benchmarking
- Strategic sourcing
- Financial management analysis related to an improvement effort
- Training in improving customer service and satisfaction, assistance in the performance of privatization studies, training in support of related business functions, program integration, and project management.
- Activity-based costing

Functional Levels

Nationally Recognized Expert

Individual who has received national or international-level recognition in the technical area of the proposed work. These individuals are considered to be the leading technical advisors in the specific functional category and have written and lectured extensively in one of the key functional areas noted above. Typically, these individuals have led U.S. Government Agency initiatives and/or have been in the senior echelon of leading policy institutes. Requires 12-25 years of relevant experience in the functional category(ies) in which the individual is proposed.

Principle/Expert/Trainer

Management-level supervisory or specialized technical assistance services or senior training services. Requires 12-25 years of relevant experience in the functional category(ies) in which the individual is proposed. Advises and assists in the comprehensive planning and setting of priorities for program initiatives and activities. Typically will serve as the team leader of the effort, directing approach and managing the contractor's solutions. Supervises and directs technical staff and holds primary responsibility for program progress.

Senior Associate/Assistant Trainer

Senior-level technical assistance services, senior administrative services, or senior-level training services. Requires 8-20 years of relevant experience in the functional category(ies) in which the individual is proposed. Knowledge and skills of pertinent regulations, policies and precedents which affect the use of program and related support resources in the functional area. Coordinates with contractor management and Government personnel to ensure that the issue has been properly defined and that the solution will satisfy Government requirements. Responsible for overall technical, business, and financial management of programs and projects. Prepares and communicates program status, progress and results. Defines and develops technical approaches for solving complex problems. Ensures availability and effective use of company resources to achieve customer requirements and goals. Holds responsibility for program progress.

Associate/Training Coordinator

Mid level technical assistance and administrative services or training coordination services. Requires 3-12 years of relevant experience in the functional category(ies) in which the individual is proposed. Demonstrated experience in organizing, scheduling and facilitating technical reviews. Knowledge and skill in applying analytical and evaluative methods and techniques to issues concerning the efficiency and effectiveness of program operations. Develops technical approaches for solving complex problems.

Support Staff

Junior level technical assistance, as well as routine administrative, secretarial, and operations support as required by the Task Order, in support of the scope of work requirements. Requires 0-2 years of relevant experience in the functional category(ies) in which the individual is proposed.

LABOR CATEGORY	ACADEMIC DEGREE	PLUS APPROXIMATE YEARS OF RELEVANT WORK EXPERIENCE
Nationally Recognized Expert	Ph.D.	12
	JD / ABD	15
	MS, MA, MBA	18
	BS, BA	20
	Less than Bachelor's	25
Principal/Expert/Trainer	Ph.D.	12
	JD / ABD	15
	MS, MA, MBA	18
	BS, BA	20
	Less than Bachelor's	25
Senior Associate/Assistant Trainer	Ph.D.	8
	JD / ABD	10
	MS, MA, MBA	12
	BS, BA	15
	Less than Bachelor's	20
Associate/Training Coordinator	Ph.D.	3
	JD / ABD	5
	MS, MA, MBA	6
	BS, BA	8
	Less than Bachelor's	12
Support Staff	Ph.D.	0
	JD / ABD	0
	MS, MA, MBA	0
	BS, BA	0
	Less than Bachelor's	2



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